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**Department of Local Affairs**



*Strengthening Colorado Communities*

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**DLG**

# **Customer Service Survey**

**Survey conducted  
April 22 – May 29, 2009**

# Survey Stats

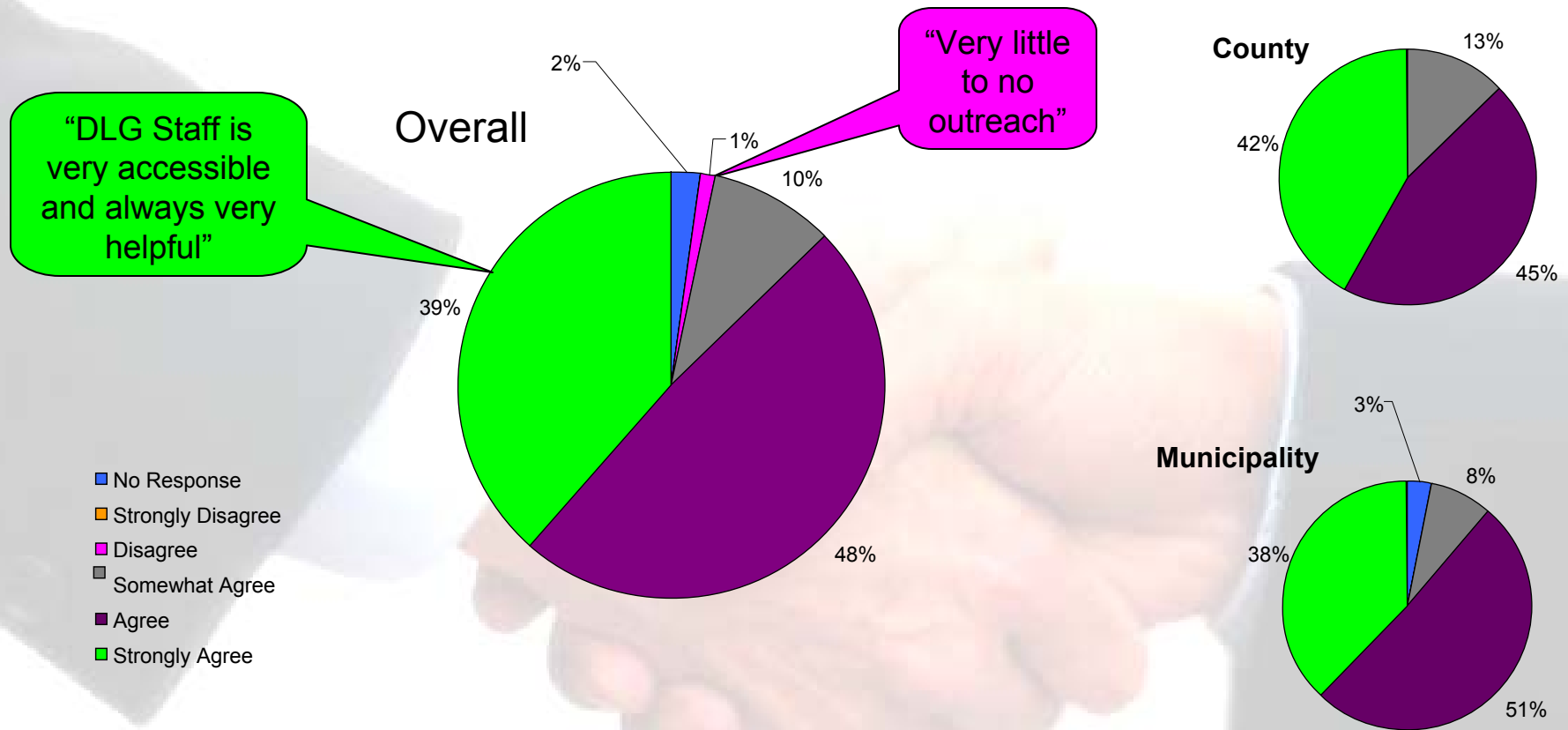
DLG partnered with Colorado Counties Inc (CCI) and Colorado Municipal League (CML) where CCI and CML distributed the DLG survey via their list serves.

This recent survey of 92 responses show that most respondents are satisfied with the services provided. The overall “no response” rate did not exceed 12% for any survey question. On average, the municipality no response rate is higher than the county no response rate. Most of the written feedback is also positive.

There were 31 county individuals, 17 Elected, 13 Appointed and 1 No response and 61 municipality individuals, 10 Elected, 49 Appointed and 2 No response that responded to this survey.

## Question 1:

**DLG Staff is accessible. You are able to reach the DLG staff as needed.**



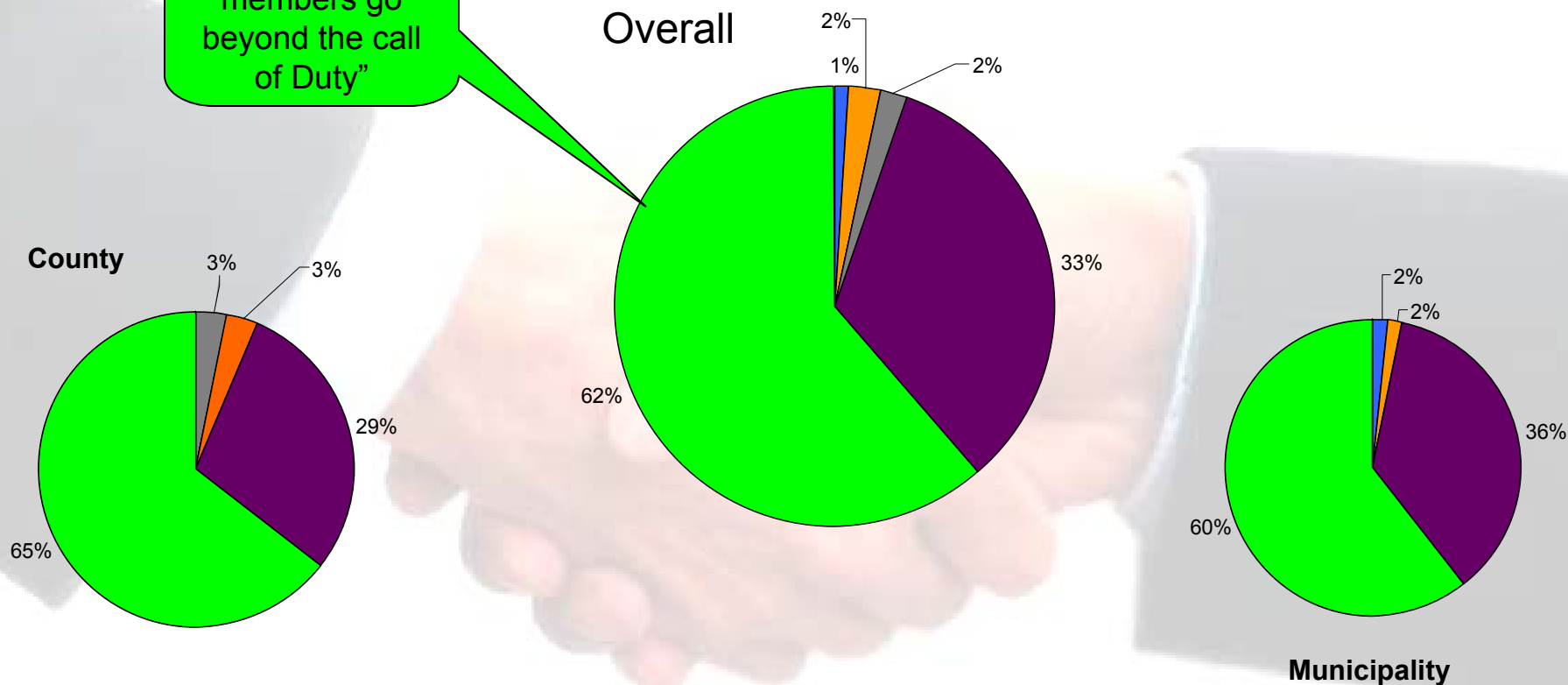
- Overall, 97% of respondents strongly agreed, agreed, or somewhat agreed that the DLG staff was accessible.
- On the county level, 100% of respondents strongly agreed, agreed, or somewhat agreed that the DLG staff is accessible.
- On the municipality level, 97% of respondents strongly agreed, agreed, or somewhat agreed that the DLG staff is accessible.

## Question 2:

**DLG staff is professional and courteous.**

■ No Response  
■ Strongly Disagree  
■ Disagree  
■ Somewhat Agree  
■ Agree  
■ Strongly Agree

"The Staff  
members go  
beyond the call  
of Duty"

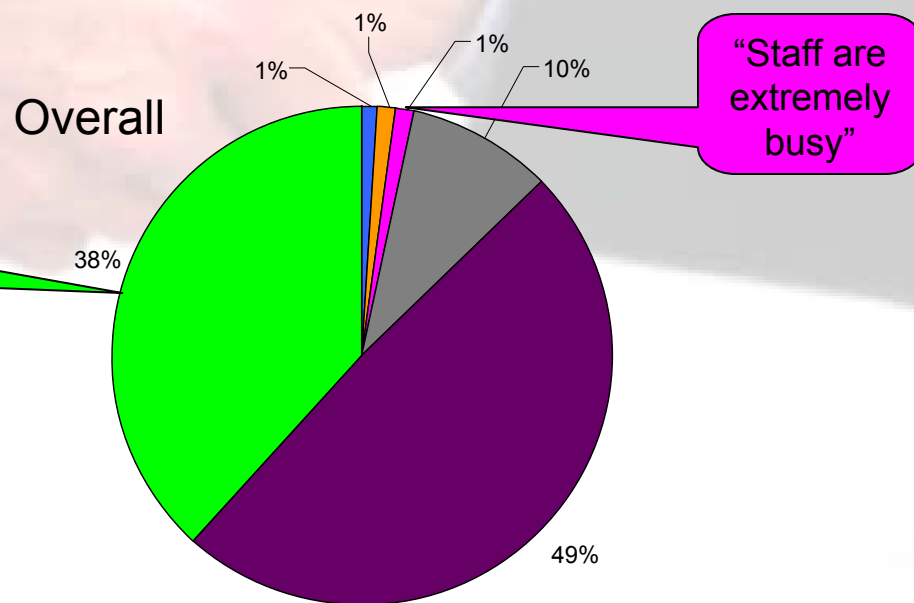
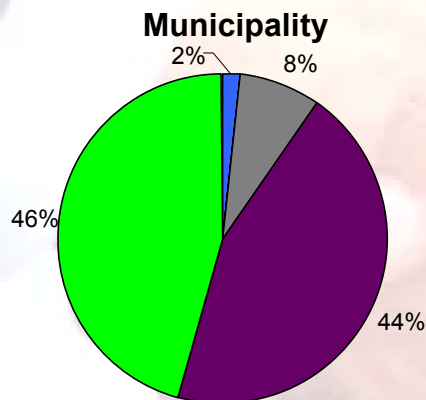
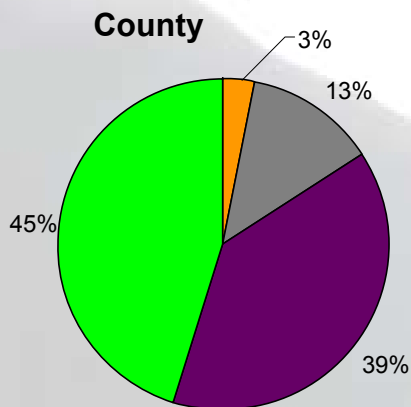


- Overall, an overwhelming majority 97% of respondents strongly agreed, agreed or somewhat agreed that the DLG staff is professional and courteous.
- On the county level, 97% strongly agreed, agreed or somewhat agreed with this question.
- On the municipality level, 96% strongly agreed or agreed with this question.

### Question 3:

**DLG staff is responsive. We return your emails and phone calls providing the information requested in a timely manner.**

- Overall, 97% strongly agreed, agreed or somewhat agreed that the DLG staff is responsive.
- On the county level, 97% strongly agreed, agreed, or somewhat agreed with this question.
- On the municipality level, 98% strongly agreed, agreed or somewhat agreed with this question.



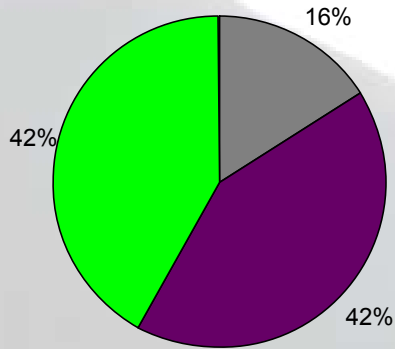
"Very prompt!"

■ No Response  
■ Strongly Disagree  
■ Disagree  
■ Somewhat Agree  
■ Agree  
■ Strongly Agree

## Question 4:

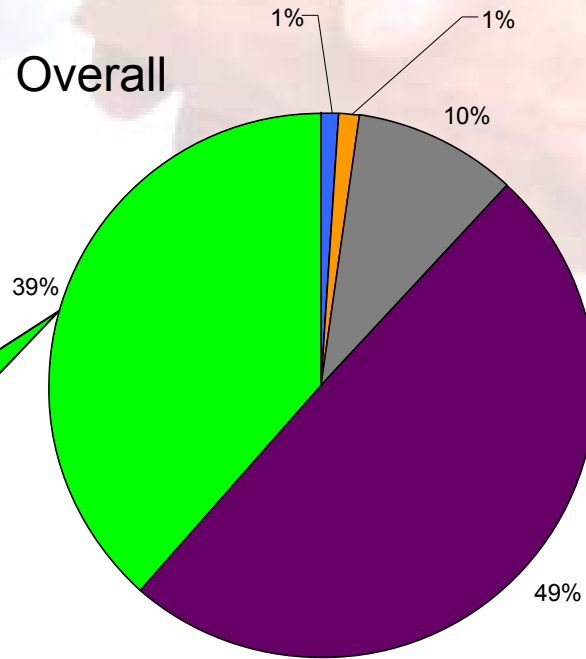
**DLG staff is knowledgeable. We have the necessary expertise to provide the services you need.**

**County**



- Overall, 98% strongly agreed, agreed or somewhat agreed that the DLG staff is knowledgeable.
- On the county level, 100% strongly agreed, agreed or somewhat agreed with this question.
- On the municipality level, 96% strongly agreed, agreed or somewhat agreed with this question.

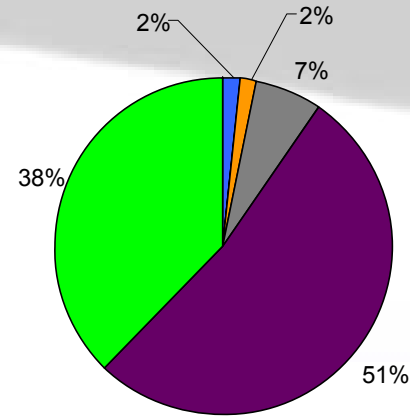
**Overall**



■ No Response  
■ Strongly Disagree  
■ Disagree  
■ Somewhat Agree  
■ Agree  
■ Strongly Agree

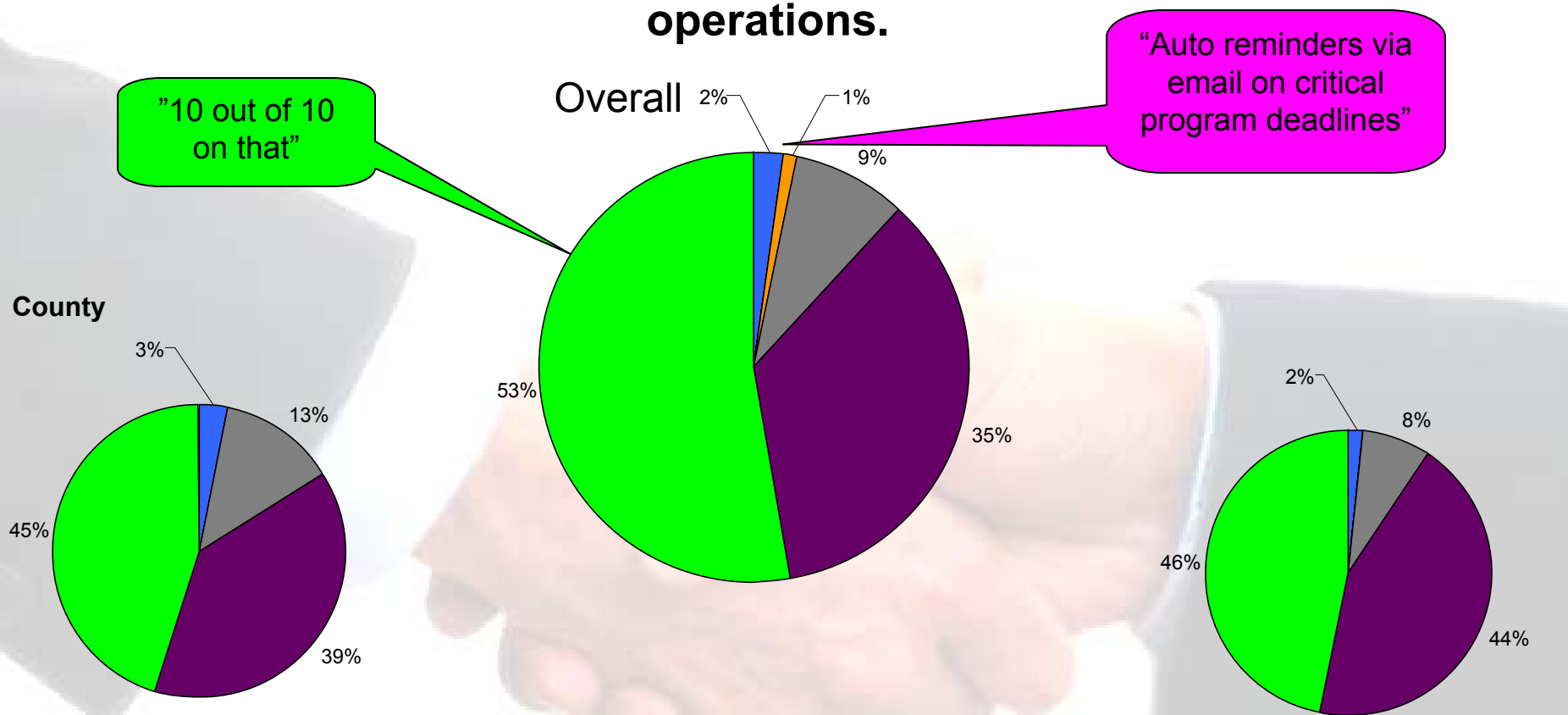
"Very knowledgeable with broad background and experience"

**Municipality**



### Question 5:

**DLG staff is helpful. Our assistance is valuable to your local government operations.**



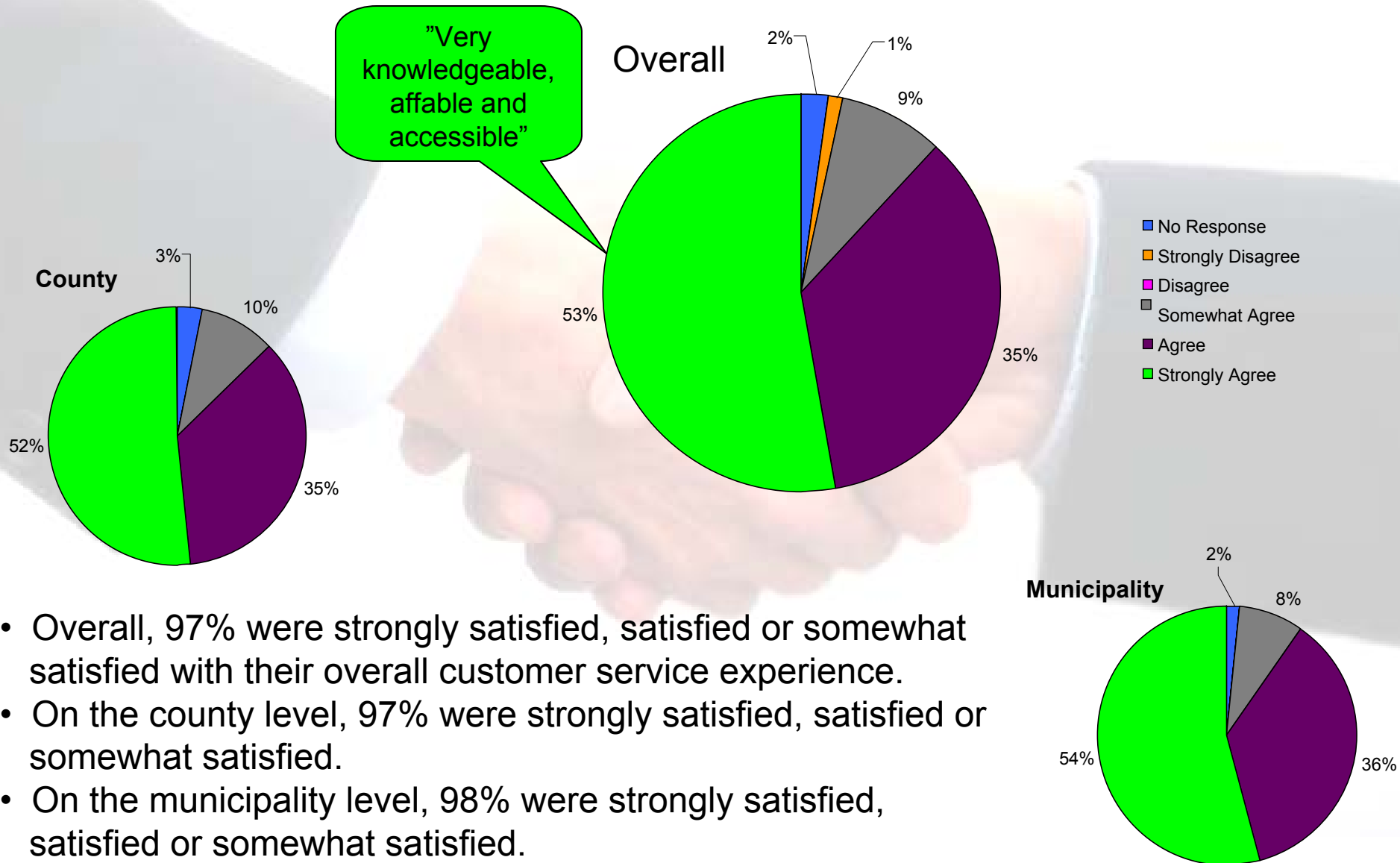
- Overall, 97% strongly agreed, agreed or somewhat agreed that DLG staff is helpful and their assistance is valuable to their local government operations.
- On the county level, 97% strongly agreed, agreed or somewhat agreed with this question.
- On the municipality level, 98% strongly, agreed or somewhat agreed with this question.

Legend:

- No Response
- Strongly Disagree
- Disagree
- Somewhat Agree
- Agree
- Strongly Agree

## Question 6:

**Please rate your overall customer service experience with DLG.**



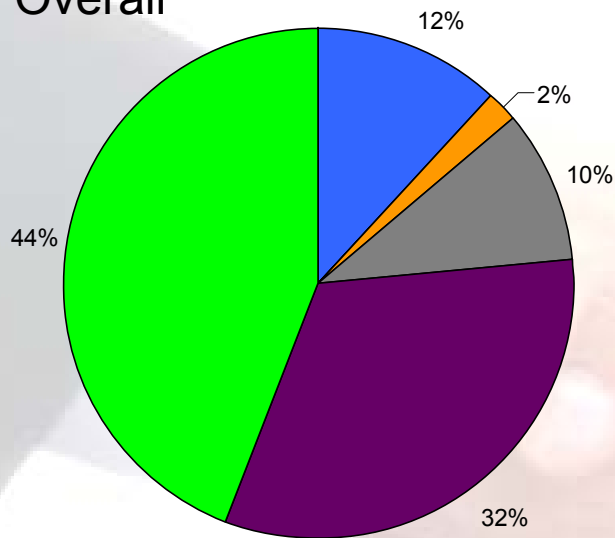


## Question 7:

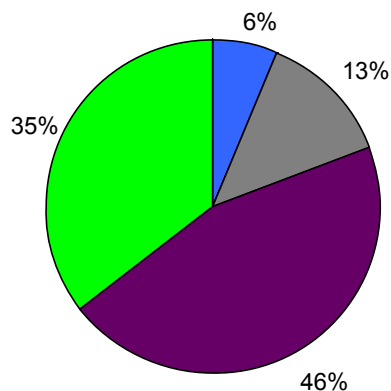
**Please rate your overall satisfaction with financial assistance.**

- Overall, 86% were strongly satisfied, satisfied or somewhat satisfied with financial assistance.
- On the county level, 94% were strongly satisfied, satisfied or somewhat satisfied.
- On the municipality level, 84% were strongly satisfied, satisfied or somewhat satisfied.

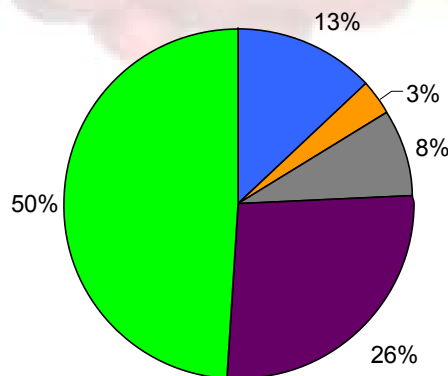
**Overall**



**County**



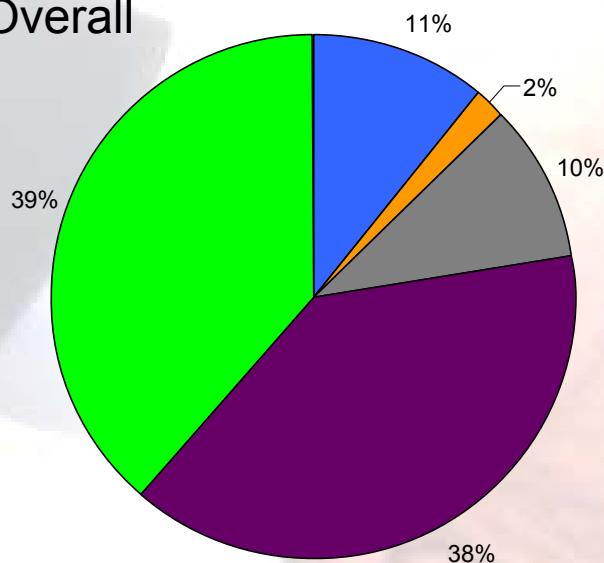
**Municipality**



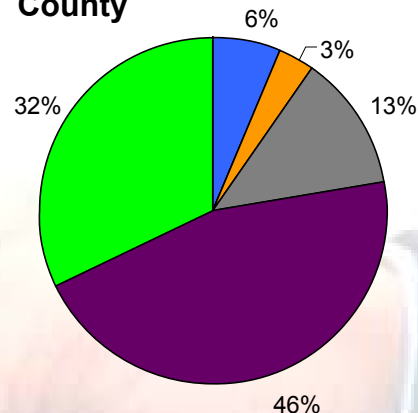
## Question 8:

**Please rate your overall satisfaction with technical assistance.**

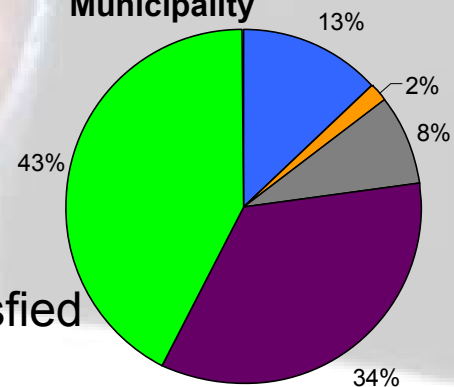
**Overall**



**County**



**Municipality**



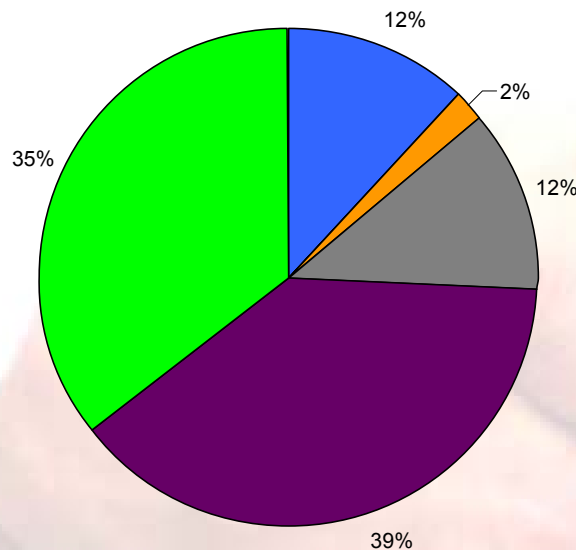
- Overall, 87% were strongly satisfied, satisfied or somewhat satisfied with technical assistance.
- On the county level, 91% were strongly satisfied, satisfied or somewhat satisfied.
- On the municipality level, 85% were strongly satisfied, satisfied or somewhat satisfied.

## Question 9:

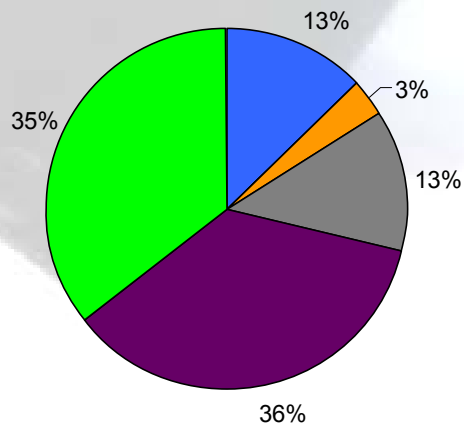
**Please rate your overall satisfaction with demographic information.**

■ No Response  
■ Strongly Disagree  
■ Disagree  
■ Somewhat Agree  
■ Agree  
■ Strongly Agree

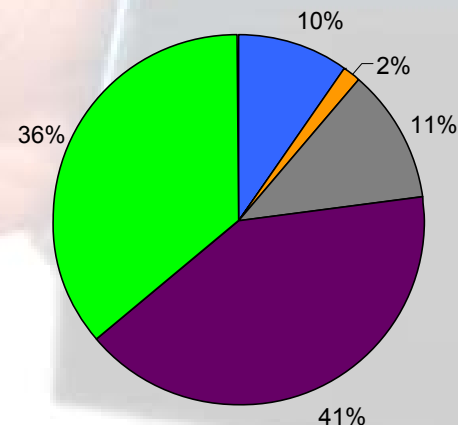
**Overall**



**County**



**Municipality**



- Overall, 86% were strongly satisfied, satisfied or somewhat satisfied with demographic information.
- On the county level, 84% were strongly satisfied, satisfied or somewhat satisfied.
- On the municipality level, 88% were strongly satisfied, satisfied or somewhat satisfied.



# Conclusion

- Current year will be evaluated.
- Although these results are favorable, there is room for improvement. First, the survey response rate (especially for municipalities) should be improved. Second, overall satisfaction with financial assistance, technical assistance, and demographic information should be improved.